

A3 Problem Solving | Increase percentage of working-age adults with DD in day programs who are employed

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Assistant Secretary

Lean!

Clarify the Problem

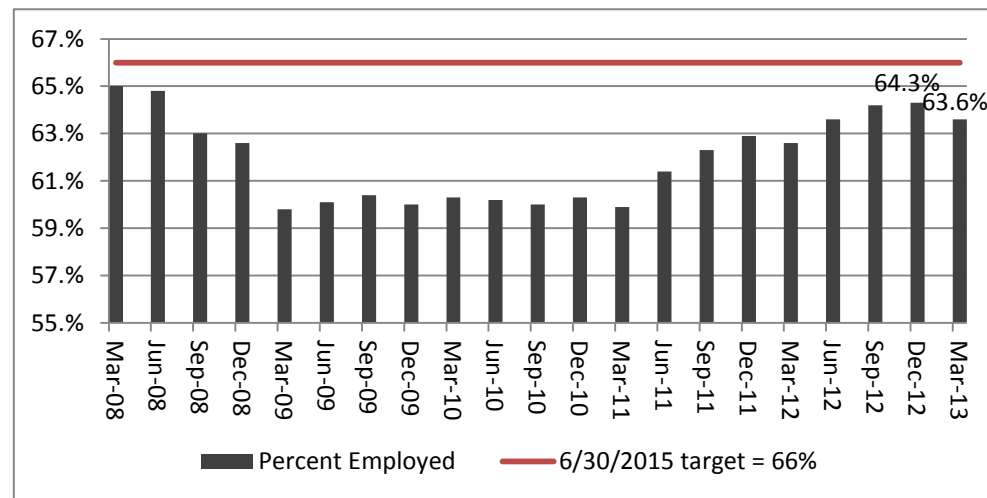
Washington State has a long progressive history of promoting equal employment opportunities for individuals with developmental disabilities. Employment programs are cost effective because the funding required generally decreases over time as workers gain skills.

Individuals with intellectual and developmental disabilities should be afforded the same opportunities as persons without disabilities. Having a job is part of being an adult, being responsible, and being a contributing participant in the American way of life. Work leads to financial independence and enhances one's ability to make choices and have control over one's life. Work also creates opportunities for relationships, friendships and long-term supports for people. Finally, work provides individuals with a sense of self-worth and allows them to contribute to society, through the work they do, through paying taxes, and through charitable contributions.

Despite the enactment of legislation and the implementation of a variety of policy and program efforts at the Federal and State levels to improve employment outcomes for individuals with intellectual and developmental disabilities, the employment rate for these individuals remains substantially lower than the rate for those without disabilities.

Breakdown the Problem

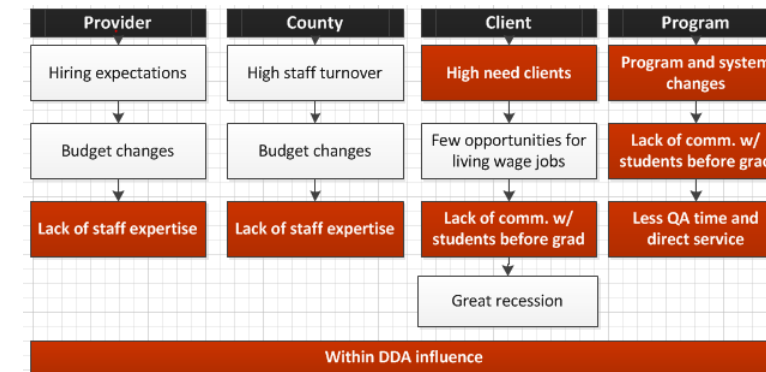
- Low societal expectations of hiring individuals with intellectual disabilities
- Lack of employment provider staff with high support need client expertise
- Recent changes to billing and payment processes to support Medicaid reimbursement requirements for providers
- Changes to rules governing employment and day programs to provide transparent service delivery expectations
- Lack of preparation for students with intellectual disabilities with necessary skills to obtain employment after high school



Target Setting

Increase the percentage of working age adults with developmental disabilities who are in the Developmental Disability Administration (DDA) employment programs and who are employed, from 64 percent to 66 percent by June 30, 2015.

Identify Root Cause



Identify Countermeasures

Root Cause	Proposed Countermeasure	Feasibility	Cost	Risk	Impact
Lack of staff expertise with high need clients.	Increase training opportunities.	Med	Low	Low	Med
Program and system changes	Increase communication, information, visibility and collaboration with all partners.	High	Low	Low	Med
Lack of communication with students before graduation	Educate families, schools districts, providers and counties about program.	Med	Low	Low	Med
Inconsistent program practices	Streamline through development and implementation of consistent practices statewide.	High	Low	Low	Med

Action Plan

ID#	Problem to be solved	Action Item 30-60-90 days	Lead	Due Date	Status
1	Lack of staff expertise with high need clients.	<ul style="list-style-type: none"> Initiate 12 trainings to improve expertise of contracted employment agencies, field services, counties and providers. Offer a conference targeting young adults exiting high school. Perform 5 QA reviews of employment services and collect best practice examples and share with others. 	Branda Matson	6/30/15	Scheduled 12 trainings. 14 QA reviews completed, 3 more scheduled.
2	Program and system changes	<ul style="list-style-type: none"> Participate in meetings with ACHS (bi-monthly), CEA (as requested), DVR (quarterly) and Employment First Leadership (as requested). Provide counties the client target number for a 2% employment increase. 	Branda Matson	6/30/15	Attended 1 ACHS meeting in May. Counties provided more info on 2% employment increase at March meeting.
3	Lack of communication with students before graduation	<ul style="list-style-type: none"> Collaborate with schools, WISE, DDC and parent organizations to distribute info via message board or mailing list. Work with schools to enhance pre-job training Utilize data monthly to make strategic decisions and analyze outcomes. 	Branda Matson	Monthly through 6/30/15	25% complete. Distributed info with Wise and Center for Change in Transition at conference, attended DDC subcommittee meeting and met with 2 Parent advocates.
4	Inconsistent program practices	Implementation Committee will meet to develop standards for rates, services, outcomes, communication.	Branda Matson	6/30/15	Six meetings completed & three additional meetings will be scheduled in 2014.

Evaluate Results Standardize then Repeat